

Aras Innovator

Client Setup for Internet Explorer on Windows



Aras Innovator 10.0

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ARAS CORPORATION

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Overview

This is a basic guide to verifying that a client machine is configured correctly for use with Aras Innovator.

It is limited in scope to the Internet Explorer web browser client on the Windows operating system.

- Internet Explorer 10 on Windows 8
- Internet Explorer 10 on Windows 7
- Internet Explorer 9 on Windows 7



1 Client Configuration

1.1 Installed Software

Aras Innovator 10.0 requires the use of Internet Explorer 9 or Internet Explorer 10 on Windows 7 or Windows 8.

Aras Innovator 10.0 requires the use of .NET 3.5 SP1.

Aras Innovator 10.0 requires the use of MSXML6.

1.2 Required Settings

The following steps will require administrative rights to complete.

1.2.1 Internet Explorer 10 Settings

Once you have logged into the client PC machine as an administrator, you may configure Internet Explorer using the following steps

1. Open an Internet Explorer window.
2. In the upper right select Tools → Internet Options
 - a. Select the Security tab
 - i. Select the Trusted Sites Zone
 1. Select the Sites button
 - a. Add the URL for Innovator to this zone.
 2. Enable Protected Mode – **Disable**
 - ii. Select the Custom Level button and insure the following settings (scroll down to find an appropriate option):
 1. .NET Framework-reliant components
 - a. Run components signed with Authenticode – **Enable**
 2. ActiveX controls and plug-ins
 - a. Allow ActiveX Filtering - **Disable**
 - b. Download signed ActiveX controls – **Enable**
 - c. Run ActiveX controls and plug-ins – **Enable**
 - d. Script ActiveX controls marked safe for scripting – **Enable**
 3. Downloads
 - a. File download – **Enable.**
 4. Miscellaneous
 - a. Allow websites to open windows without address bar or status bar – **Enable**
 5. Scripting
 - a. Active scripting – **Enable**
 - b. Select the General tab
 - i. In the “Browser History” section, Select the Settings button
 1. Under “Check for newer versions of stored pages,” select ‘Automatically’
 2. Select OK



- ii. In the "Tabs" section, Select the Settings button
 - 1. In the "When a pop-up is encountered:" section select **Always open Pop-ups in a new window** (*Let internet explorer decides how pop-ups should open is the minimum setting allowed.*)
- c. Select the Advanced tab
 - i. Browsing
 - 1. Disable script debugging (Internet Explorer) - **Enable**
 - a. Aras recommends disabling script debugging for any user not actively debugging their client machine. This is only recommendation and not a requirement. For more information please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 2. Disable script debugging (Other) - **Enable**
 - a. Aras recommends disabling script debugging for any user not actively debugging their client machine. This is only recommendation and not a requirement. For more information please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 3. Display a notification about every script error. - **Disable**
 - d. Select OK
- 3. In the Internet Explorer menu, select Tools → "Compatibility View Settings"
- 4. If present, remove the URL for the Aras Innovator instance from the list of "Websites you've added to Compatibility View"
- 5. Select Close to commit the changes to "Compatibility View Settings"

1.2.2 Internet Explorer 9 Settings

1. Open an Internet Explorer window.
2. From the menu, select Tools → Internet Options
 - a. Select the Security tab
 - b. Select the Trusted Sites Zone
 - c. Disable/Uncheck "Enable Protected Mode"
 - d. Select the "Sites" button
 - i. Add the URL for Aras Innovator to this zone.
 - e. Select OK to commit the changes to the "Sites"
 - f. Select the "Custom Level button" and insure the following settings (scroll down to find an appropriate option):
 - i. .NET Framework-reliant components
 1. Run components signed with Authenticode - **Enable**
 - ii. ActiveX controls and plug-ins
 1. Allow ActiveX Filtering - **Disable**
 2. Download signed ActiveX controls - **Enable**
 3. Run ActiveX controls and plug-ins - **Enable**
 4. Script ActiveX controls marked safe for scripting - **Enable**
 - iii. Downloads
 1. File download - **Enable.**
 - iv. Miscellaneous
 1. Allow websites to open windows without address bar or status bar - **Enable**
 - v. Scripting



1. Active scripting – **Enable**
 - g. Select OK to commit the changes to the “Custom Level”
 - h. Select the General tab
 - i. In the “Browser History” section, Select the “Settings” button
 - i. Select ‘Every time I visit the webpage’
 - j. Select OK to commit the changes to the Browser History “Settings”
 - k. In the “Tabs” section, Select the “Settings” button
 - i. In the “When a pop-up is encountered:” section select **Always open Pop-ups in a new window** (*Let Internet Explorer decides how pop-ups should open is the minimum setting allowed.*)
 - l. Select OK to commit the changes to the Tabs “Settings”
 - m. Select OK to commit all changes to the “Internet Options”
3. In the Internet Explorer menu, select Tools → “Compatibility View Settings”
4. If present, remove the URL for the Aras Innovator instance from the list of “Websites you’ve added to Compatibility View”
5. Select Close to commit the changes to “Compatibility View Settings”

1.2.3 .NET Framework Security Policy Settings

While the Aras Innovator 10.0 client does not require a .NET security policy for FireFox, one is still required for Internet Explorer. The Internet Explorer client uses the .NET controls for features not yet available in Firefox.

Aras has supplied a batch file that can be run on the PC client machine called the *Manual .NET Security Configuration Tool*. The file (sdns.exe) can be obtained from the Aras Corporation support website.

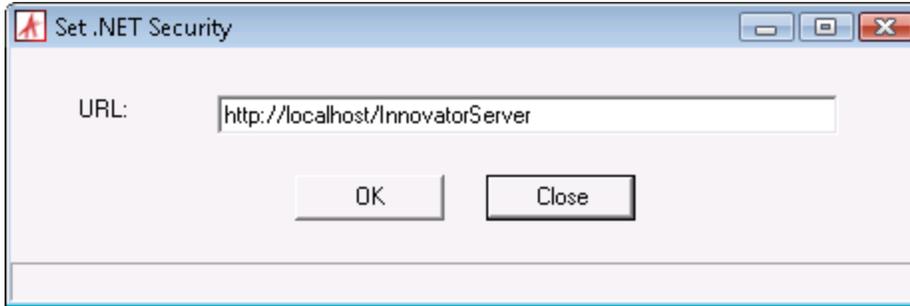
1. Open Internet Explorer
2. Type in the following web address
<http://www.aras.com/support/downloads/download.aspx>
3. Download the “Manual .NET Security Config Tool [sdns.exe utility]” to your hard drive
 - a. Click on the Download Now button next to the tool description.
 - b. When prompted to Run or Save, select Save.
 - c. The desktop will be the easiest location to download to and find the file later.

IMPORTANT: This file must be executed from a local hard drive and not your internet cache or a network drive.

Once you have the file on your hard drive, you can now run the utility to set your security policy. For ease of explanation, we will assume you have put this file on the desktop of the logged in user.

1. Close all Internet Explorer windows
2. Right-click on the file and select “Run as administrator” from the context menu





3. In the "URL" field enter the full URL path, provided by your administrator, used to login.
 - a. **Example:** In the case of a default local install, this would be something like <http://localhost/InnovatorServer>
 - b. **Example:** In the case of myInnovator.com, this would be <http://myInnovator.com>
4. Select OK
 - a. While your security policies are being set it will display the its progress in the status bar "Setting security settings for .NET 2.0"
5. Once the security policies are set, select "Close"
6. Open a *new* Internet Explorer window, when ready to log into the site.

If the configuration tool fails to load when double clicked, it indicates that no .NET Framework is installed. You should contact your system administrator about installing the necessary framework.



2 Troubleshooting

In this section, we will outline some of the common problems people can encounter with the setting up the client.

2.1 Manual .NET Security Configuration Tool errors

This section describes various issues logged with Aras support using the Manual .NET Client Configuration Tool.

2.1.1 Running the Tool without Downloading

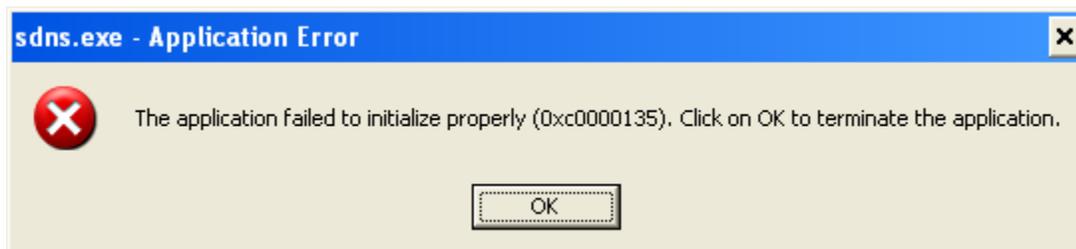
If you attempt to run the tool without downloading it to the local machine first, you will receive an error telling you the tool failed to run. Please follow these alternate steps for downloading the tool.

1. Open Internet Explorer
2. Type in the following web address
<http://www.aras.com/support/downloads/download.aspx>
3. Download the "Manual .NET Security Config Tool [sdns.exe utility]" to your hard drive
 - a. Right-Click on the Download Now button next to the tool description, so that the context menu appears.
 - b. Select Save "Target As..."
 - c. The desktop will be the easiest location to download to and find the file later.



2.1.2 Application Error Running sdns.exe

If the configuration tool fails to load when double clicked with the following error, it indicates that no .NET Framework is installed. You should contact your system administrator about installing the necessary framework.



If you wish to do this yourself, please use the following link to download the .NET Framework 3.5 SP1:

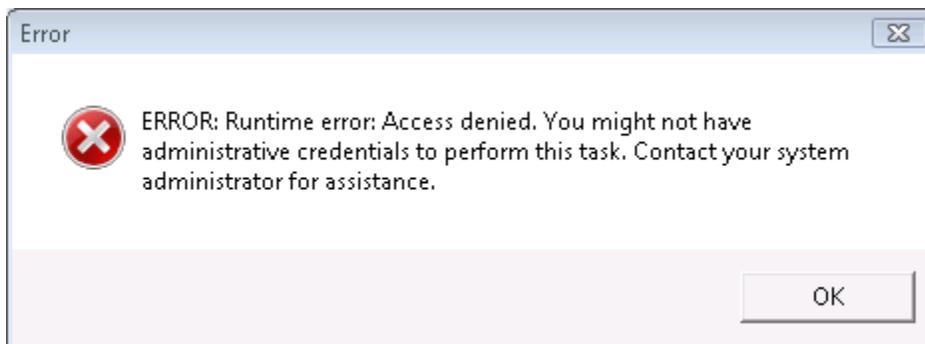
Microsoft .NET Framework 3.5 Service Pack 1

<http://www.microsoft.com/en-us/download/details.aspx?id=22>

After installing this, please repeat the steps in this section.

2.1.3 sdns.exe Error: Access denied

If the configuration tool gives the error "ERROR: Runtime error: Access denied. You might not have administrative credentials to perform this task. Contact your system administrator for assistance." You should first make sure you ran the sdns.exe by right-clicking on the file and selecting "Run as administrator" from the context menu. If this menu option is not present, it indicates that you do not have administrative privileges on your machine to modify the .NET security policies. You will need to contact your system administrator to request the change to the .NET Security policies on your machine.

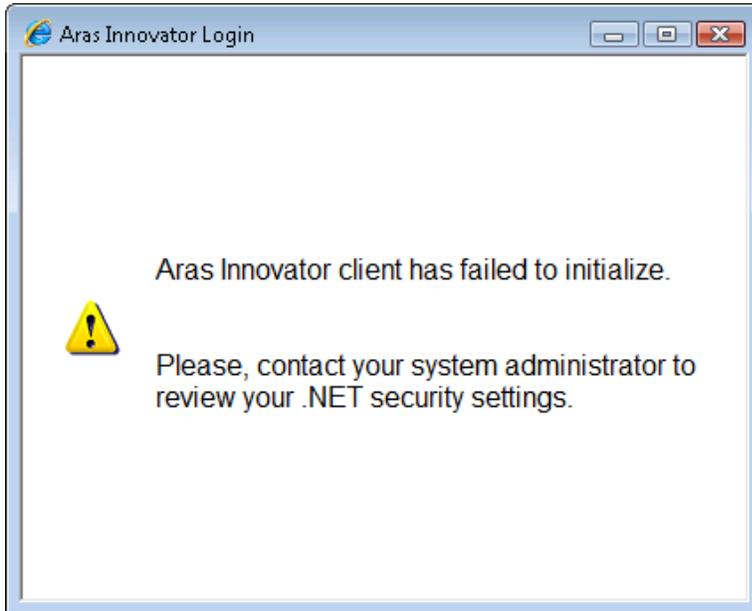


2.2 Errors During Login

This section describes the common error messages shown during login to Aras Innovator when there are problems with the .NET security policies.

2.2.1 .NET Error During login

If the login screen fails to load with the following error, this indicates one of two things. Either you do not have a security policy set, or you do not have any .NET Framework installed.



Please confirm that you have gone through the steps in section 2 to configure the security policy. To confirm the policy was set correctly, please run the following command in a command prompt:

```
C:\Windows\Microsoft.NET\Framework\v2.0.50727\CasPol.exe -a -ld
```

The URL for your Aras Innovator instance should be listed once in the return of this command. If your policy is listed in the response from the command, please contact your system administrator about installing the necessary .NET framework.

If you wish to do this yourself, please use the following link to download the .NET Framework 3.5 SP1:

Microsoft .NET Framework 3.5 Service Pack 1

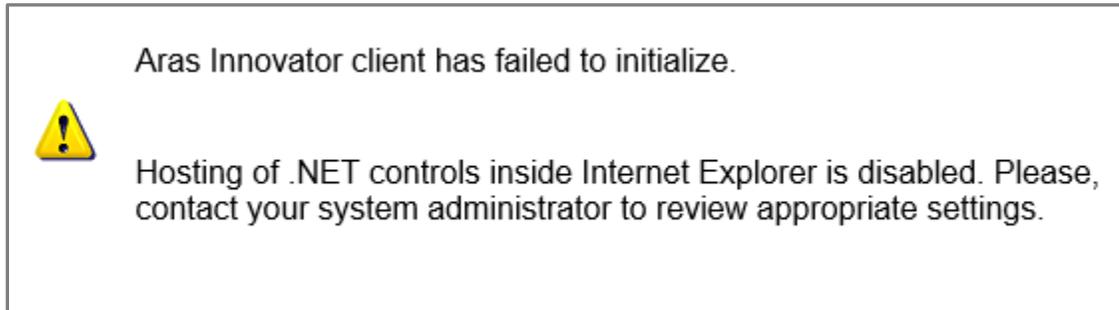
<http://www.microsoft.com/en-us/download/details.aspx?id=22>

After installing this, please repeat the steps in section 2 to configure your security policy.



2.2.2 Microsoft .NET 4.5

When .NET 4.5 is installed, you will see a message that indicates your .NET policy must be applied again.



In .NET 4.5, the .NET browser hosting controls for Internet Explorer have been removed. When .NET 4.5 is installed the existing hosting is also disabled for .NET 3.5. You will need to manually enable this hosting for Internet Explorer to return to your previous working state.

To fix this issue you will have to add the following registry key on the client PC:

- For 32-BIT environments:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework  
"EnableIEHosting"=dword:00000001
```

- For 64-BIT environments:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\.NETFramework  
"EnableIEHosting"=dword:00000001
```

2.3 Files Display in the Aras Innovator Window

Certain file type can use Internet Explorer as the default program to be viewed in. The example this section will use is an XML document. When an XML document is open in most systems it will use Internet Explorer as the viewer. The default setting has the XML file open in any open Internet Explorer windows, if possible. If this file opens in the Aras Innovator window, it can invalidate this window for further use with the Aras Innovator session. If this file opens in the main Aras Innovator window, it can invalidate the entire Aras Innovator session for the user.

At this time, there are two main solutions for this problem. One, associate the file type with a viewer other than Internet Explorer. Changing the viewer associated with the file type must be done on a file type by file type basis. Or two, disable the ability for these files to open in existing Internet Explorer windows. This second option will force the XML file to be opened in a new Internet Explorer window, rather than any existing window. See section 4.1.1 for instructions to disable this feature.

2.3.1 IE Settings for Disabling Files from Opening in Innovator Windows

1. Open Internet Explorer
2. Select Tools-> Internet Options in the main menu.
3. Select Advanced tab



4. In the Browsing section Uncheck "Reuse windows for launching shortcuts" option. Apply.

2.4 MSXML

Aras Innovator requires MSXML6 on the client. This may not be installed by default on some PCs, and may require explicit installation from the Microsoft website.

2.5 ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop

Certain applications, like chat programs, have a docking feature with the Windows Desktop. This docking allows the program to appear to snap into the displayed desktop along one of the edges. The effect this has on Aras Innovator is that the user will be prompted to activate UI controls (menus, grids, trees, etc). Below is an example of the type of prompt a user can see.

Click to activate and use this control

The cause of the problem is that Internet Explorer is incorrectly determining the script debugging state once an application is docked. Once an application is docked, a windows message is sent to all top-level windows. When Internet Explorer receives the message, it is misinterpreting the script debugging state and disabling script debugging internally. This disabling of script debugging internally leads to controls prompting for activation when a page is loaded.

This issue should be fixed in a future update to Internet Explorer. At this time, Aras Corporation recommends that you disable script debugging on client PC machines. The steps for disabling script debugging in Internet Explorer are outlined in [Internet Explorer and Client Configuration](#). If users choose not to disable script debugging, there is a workaround when the error occurs. If a user encounters this error, log out of Aras Innovator and log back in to refresh the client.

2.6 Login Screen randomly takes a long time to load

Certain settings in Internet Explorer could possibly cause the Aras Innovator login screen to take an extended period of time to load. In this instance, for the first login of the day, the login window appears to be loading with a blank white screen for around 90 seconds. After the initial load the login window works fine.

A possible cause for this problem is the system is trying to automatically detect proxy settings on the network. With this setting set to true your connection will spend time trying to determine whether there is proxy settings on your network it must adhere to.

2.6.1 Disabling Auto Detect proxy settings

1. Open Internet Explorer
2. Select Tools->Internet Options



3. Select the Connections Tab
4. Click the LAN Settings Button
5. Uncheck "Automatically detect settings" if it is checked(screen shot below)



2.7 My pre-defined language pack and locale are not properly displaying when connected to Aras Innovator

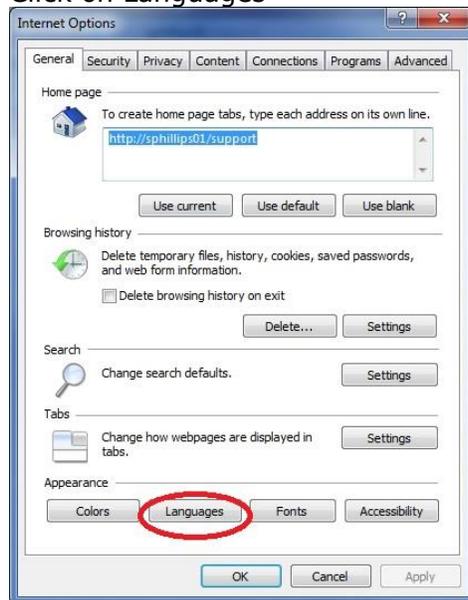
The localization settings for the client are pulled from the "Languages" setting of Internet Explorer as opposed to the "Region and Language Settings" of the system. To change the language settings please refer to the steps below.

2.7.1 Internet Explorer 9

- 1) Open Internet Explorer browser and go to Tools → Internet Options
- 2) In the General Tab



a. Click on Languages



3) In the Language Preference dialog

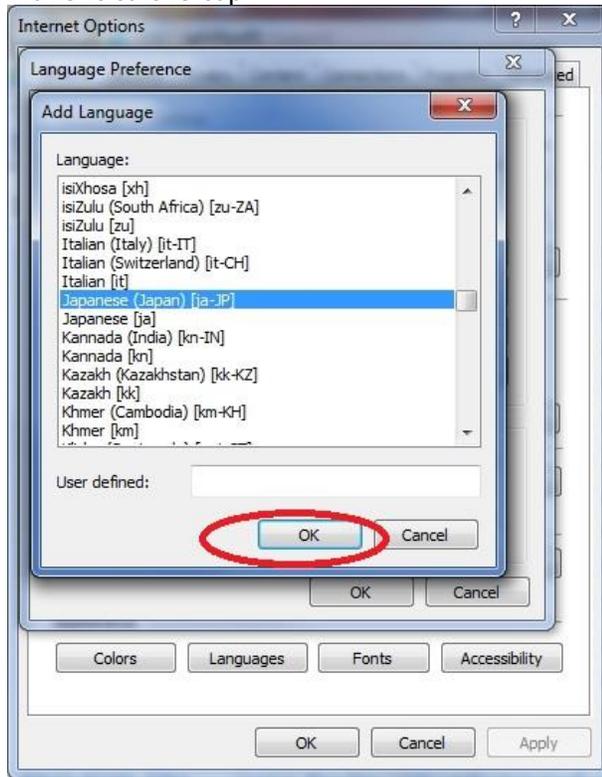
a. Click Add



4) Add a Language such as Japanese (Japan) [ja-JP]



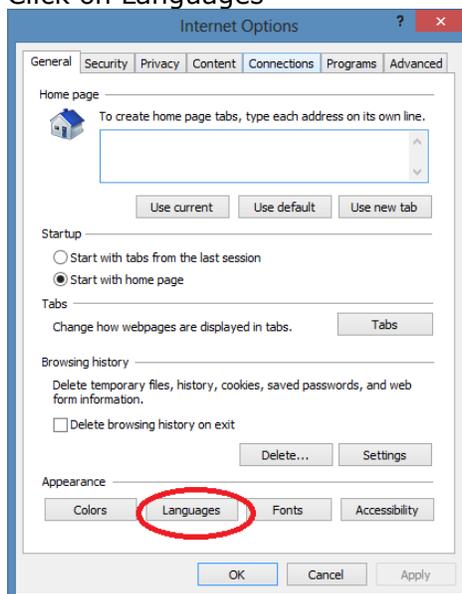
- a. Move it to the top



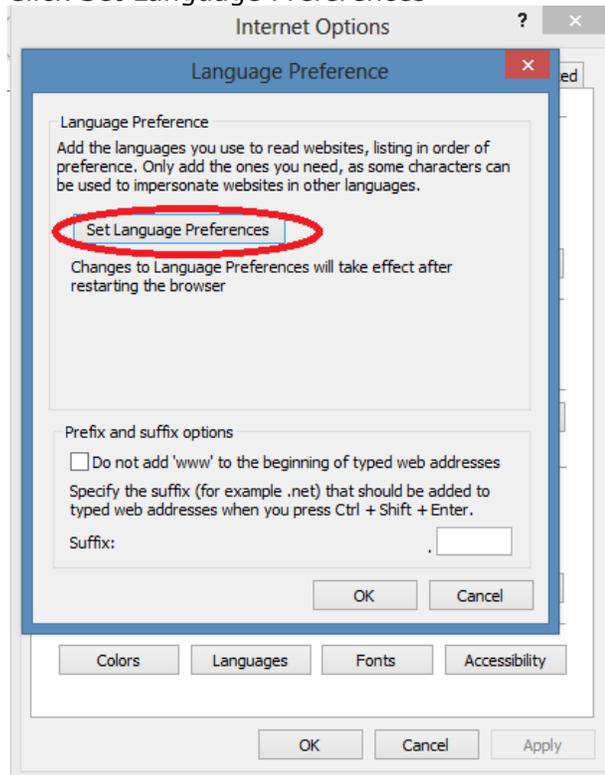
- 5) Close the browser
- 6) Login to Aras Innovator as admin/innovator
 - a. Confirm that Japanese Language is applied

2.7.2 Internet Explorer 10

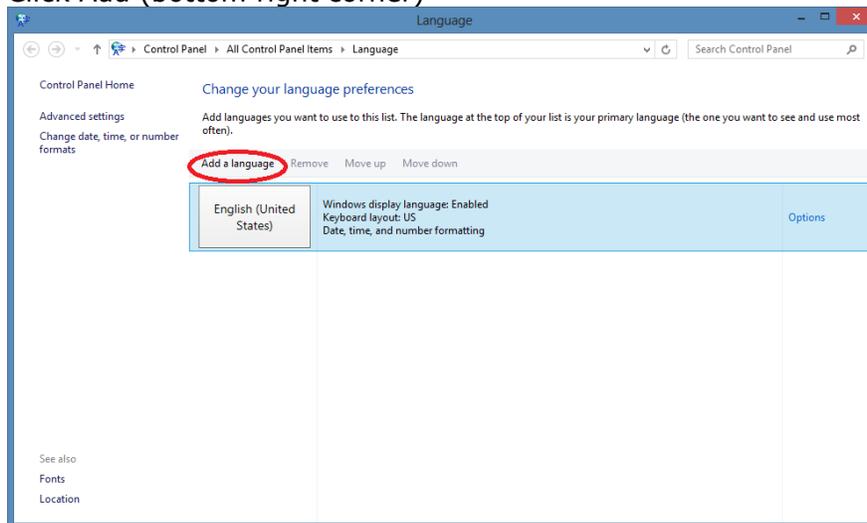
- 1) Open Internet Explorer browser and go to Tools → Internet Options
- 2) In the General Tab
 - a) Click on Languages



- 3) In the Language Preference dialog
 - a) Click Set Language Preferences



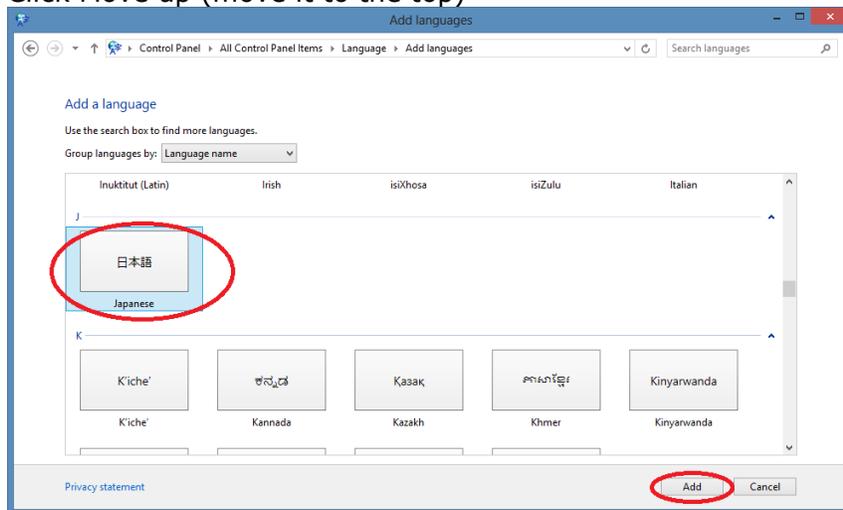
- 4) Click on Add a Language
 - a) Select a language such as Japanese [ja-JP]
 - b) Click Add (bottom right corner)



- 5) Select Japanese Language Box



a) Click Move up (move it to the top)



6) Close the browser

7) Login to Aras Innovator as admin/innovator

a) Confirm that Japanese Language is applied



3 IT System Administrator Push Configuration

The .NET Framework comes with a GUI configuration tool that can be used by the system administrator to create and deploy this policy. Microsoft® provides documentation on how to use this tool at the following link:

[http://msdn.microsoft.com/en-us/library/2bc0cxhc\(v=vs.90\).aspx](http://msdn.microsoft.com/en-us/library/2bc0cxhc(v=vs.90).aspx)

Microsoft® provides documentation on how to deploy this software, as well, at the following link:

[http://msdn.microsoft.com/en-us/library/13wcx6y\(v=vs.90\).aspx](http://msdn.microsoft.com/en-us/library/13wcx6y(v=vs.90).aspx)

In this section, we will outline the use of the .NET Framework Configuration tool. This tool must be used to set the security policies that will be deployed. The .NET Framework 2.0 GUI requires the .NET Framework 2.0 SDK in addition to .NET 3.5 SP1 in order to access this configuration UI.

.NET 3.5 SP1 can be obtained through Windows Updates, through "Turn Windows Features on or off", or from the following Microsoft link:

Microsoft .NET Framework 3.5 Service Pack 1

<http://www.microsoft.com/en-us/download/details.aspx?id=22>

The SDK can be obtained through the following Microsoft link:

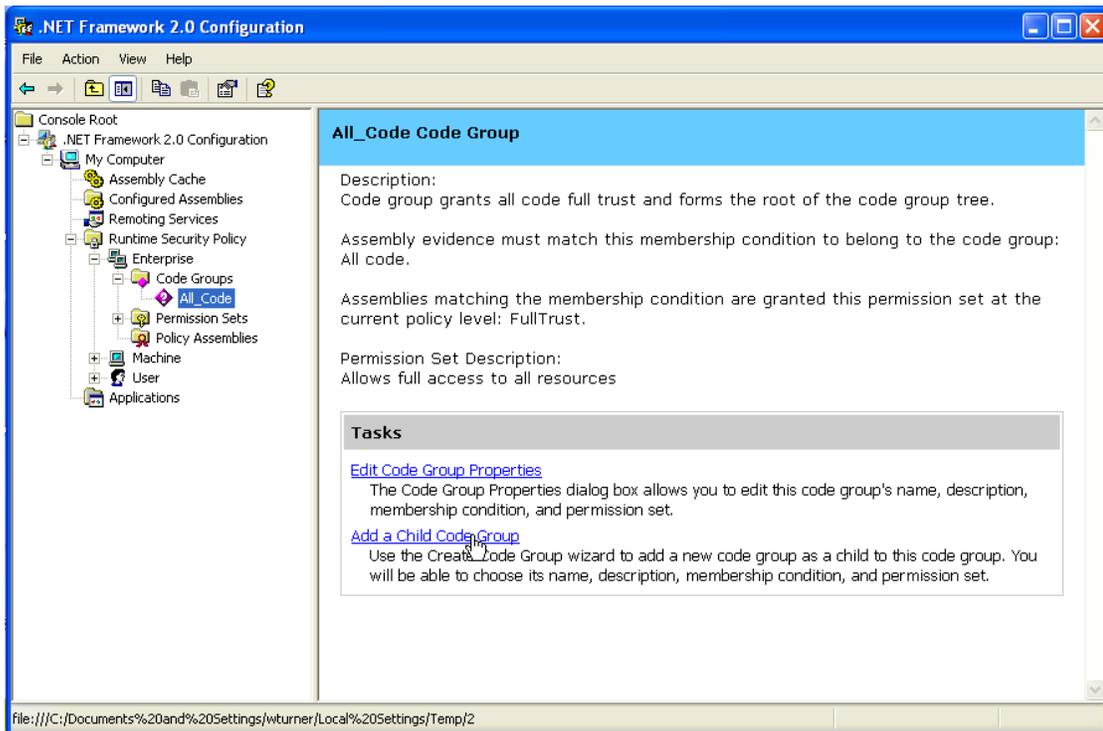
.NET Framework Version 2.0 Software Development Kit (x86 required for x64 and x86 systems)

<http://www.microsoft.com/en-us/download/details.aspx?id=19988>



3.1 .NET Framework 2.0 Configuration

1. Go to the Windows Control Panel
 - a. Start → Settings → Control Panel
2. Double click on Administrative Tools
3. Double click on Microsoft .NET Framework 2.0 Configuration
4. Open this path in the tree on the left hand side of the window.
 - a. My Computer → Runtime Security Policy → Enterprise → Code Groups → All Code.
5. Click on "All Code"
6. In the frame to the right, Select "Add a Child Code Group"



7. Select "Create a new code group"
 - a. Give it a meaningful name for you to interpret later

Create Code Group

Identify the new Code Group
The new code group should have a name and description to help others understand its use.

Create a new code group

Name:
MyInnovator

Description:

Import a code group from a XML File

< Back Next > Cancel

8. Select "Next"



9. For "Choose a condition type"
 - a. Select "URL"
 - b. Enter the full site name of the site plus the "/Client/cbin/*" web folder
 - i. **Example:** http://myinnovator.com/Client/cbin/*

Create Code Group

Choose a condition type

The membership condition determines whether or not an assembly meets specific requirements to get the permissions associated with a code group.

Choose the condition type for this code group:

URL

The URL membership condition is true for all assemblies that originate from the URL specified below. Assemblies that meet this membership condition will be granted the permissions associated with this code group.

URL:

http://myinnovator.com/Client/cbin/*

The URL must include the protocol such as 'ftp://' or 'http://'. An asterisk (*) can be used as a wildcard character at the end of the URL.

Examples:

http://www.microsoft.com/specific_assembly.dll

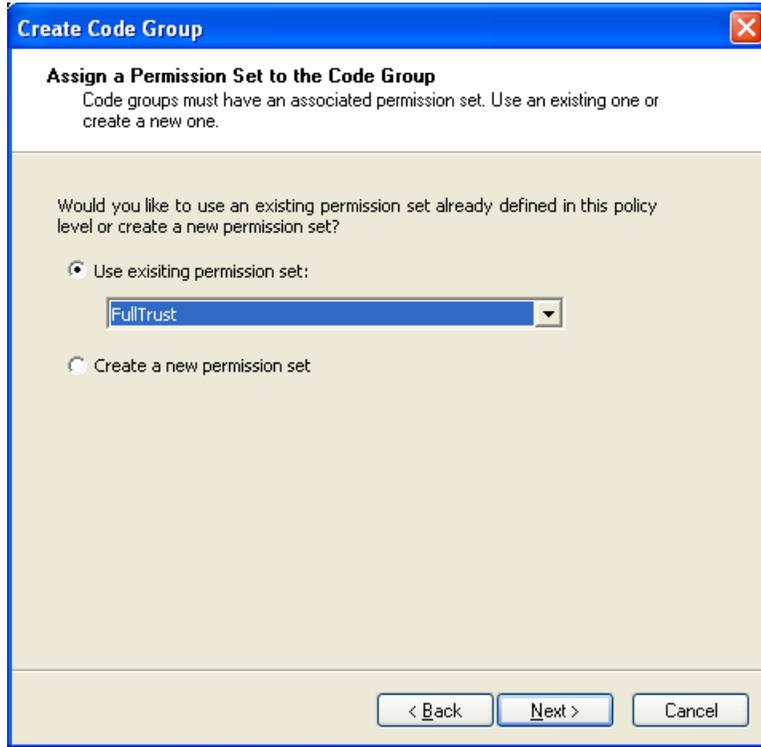
ftp://ftp.microsoft.com/pub/*

< Back Next > Cancel

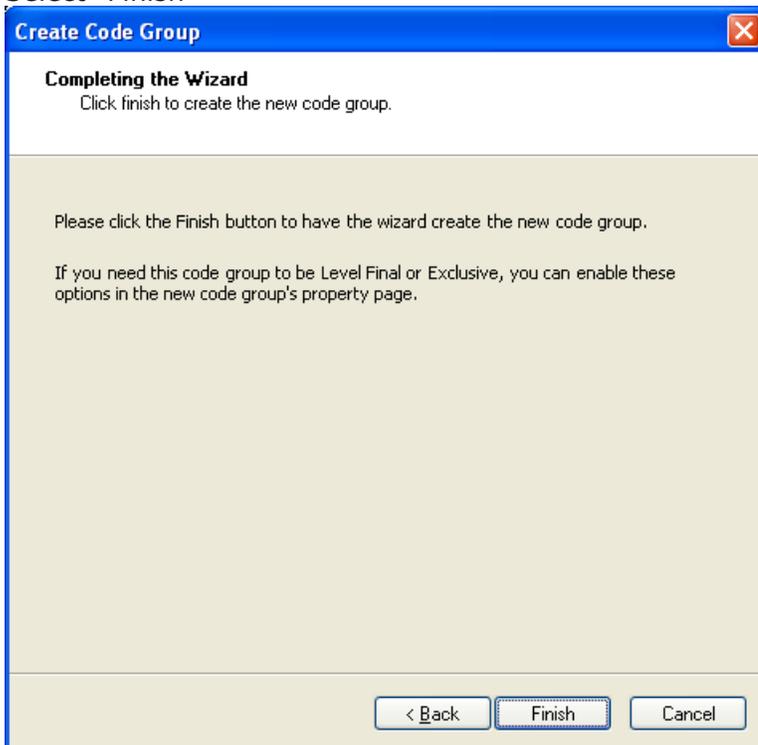
10. Select "Next"



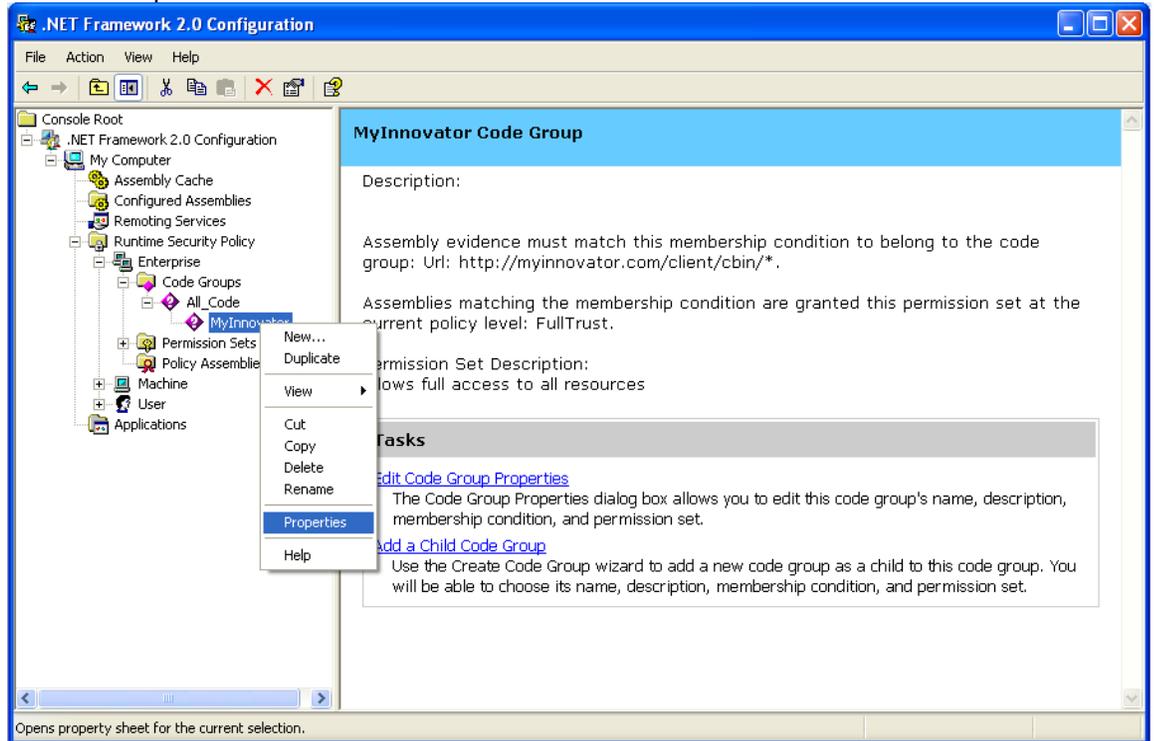
11. Select "Use existing permission set"
 - a. Select "Full Trust"



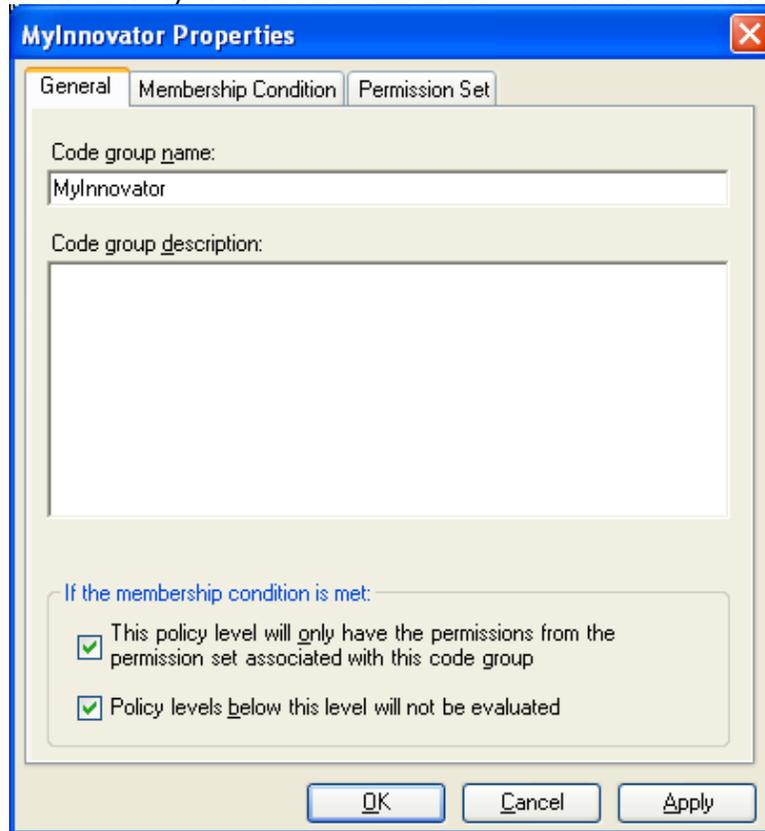
12. Select "Next"
13. Select "Finish"



14. In the Microsoft .NET Framework 2.0 Configuration window right click on the newly created node in the Code Group (name you just assigned).
- a. Select "Properties"



15. On the General Tab
 - a. Check "This policy level will only have the permissions from the permission set associated with the code group."
 - b. Check "Policy levels below this level will not be evaluated."



16. Select "OK"

17. Close the Microsoft .NET Framework 2.0 Configuration window

